



Office of the Deputy Director
Office for Children with Special Health Care Needs

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JANET NAPOLITANO, GOVERNOR
SUSAN GERARD, DIRECTOR

Date

Dear Contractor Name:

The end of the State Fiscal Year XXXX Arizona Department of Health Services (ADHS) Office for Children with Special Health Care Needs (OCSHCN) Contract Number XXXXXXXX (Family Resource Coordination/Case Management) is rapidly approaching. The current contract will expire June 30, XXXX. Hence, all contractors must assure that all records maintenance, storage, transfer, and disposal conforms to the processes and standards of practice as described in the terms and conditions of their ADHS Contract Number XXXXXXXX and the ADHS Family Resource Coordination Policy and Procedure Manual.

The records processes and standards of practice state that under A.R.S. §§35-214 and 35-215, the contractor shall retain, maintain, and store all records in a safe, secure location when there is active reference activity. Additionally, the contractor shall retain, maintain, and store all records in a safe, secure location for five (5) years after the last date of service. Records may be retained longer as required by existing legal requirements of the contracting entity. Upon termination of the contract all records developed by the contractor under the contract shall be maintained by the contractor for five (5) years beyond termination of the contract. When there are records that relate to a client who has been transferred to another contractor or geographic region, the records must be transferred to the concerned contractor at the time of the transfer of responsibility. The contractor shall destroy records five (5) years after the last date of service.

Records are required to be physically destroyed when the reference activity of the records surpasses five (5) years. Only records required to be retained by Statute or Regulation should be kept beyond five (5) years. The contractor shall provide clients/families with a thirty (30) day written notice of the scheduled record destruction, giving clients/families the opportunity to obtain copies of the records before they are destroyed.

The contractor is responsible for establishing standards and procedures for the preparation of schedules for the prompt and orderly disposal of records no longer possessing legal or fiscal value. Records determined to be of no legal or fiscal value shall be disposed of by shredding or burning. A report of records destruction that includes a list of all records disposed of shall be submitted annually to ADHS/OCSHCN.

ADHS/OCSHCN strives to assist all contractors in the successful administration and implantation of Service Coordination Programs; if you need assistance, please feel free to contact me.

Sincerely,

Teresita Oaks
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